Waystar –Catch up Q&A Online Webinar

You have been muted on entry to the webinar
Please Submit Questions on Chat option

Christine Fisher, Moderator

STI
Service. Technology. Innovation.

Agenda

- 9:30am Catch up Q&A
  - Jen A, STI
- 9:45am Questions & answers
  - Julie S., Karen M, Eileen B. STI

Copyright 2021 EVC, All Rights Reserved

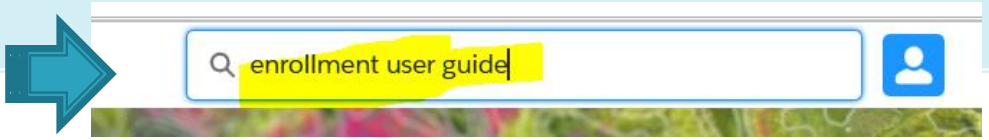
Pre-Upgrading

Before upgrading Practice Manager:

1. Sign Waystar Contract and send in Enrollment (on STIComputer.com)
2. Gather list of insurances needed (suggested reports on Enrollment webinar)
3. Receive 2 emails with Waystar login and pw (comes from STI)
4. Log in Waystar portal to set good password and security questions
   https://login.zirmed.com/UI/Login

   a. Set Enrollment Contact **b.** Setup Provider ("Organization" for Group)

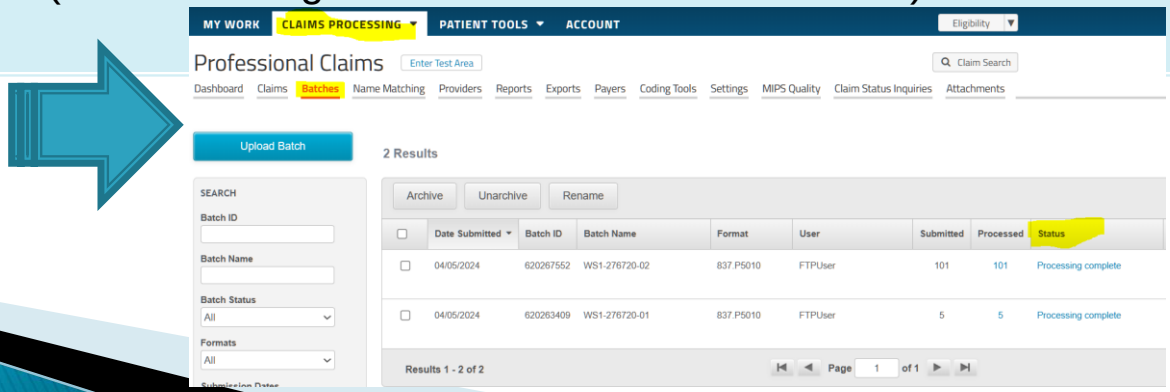
5. Setup electronic signature (search Waystar Support and Training for help)
   https://waystar.my.site.com/s/article/EnrollmenteSignOverview
6. Start creating enrollments for claims / ERA (search this in Waystar Support)



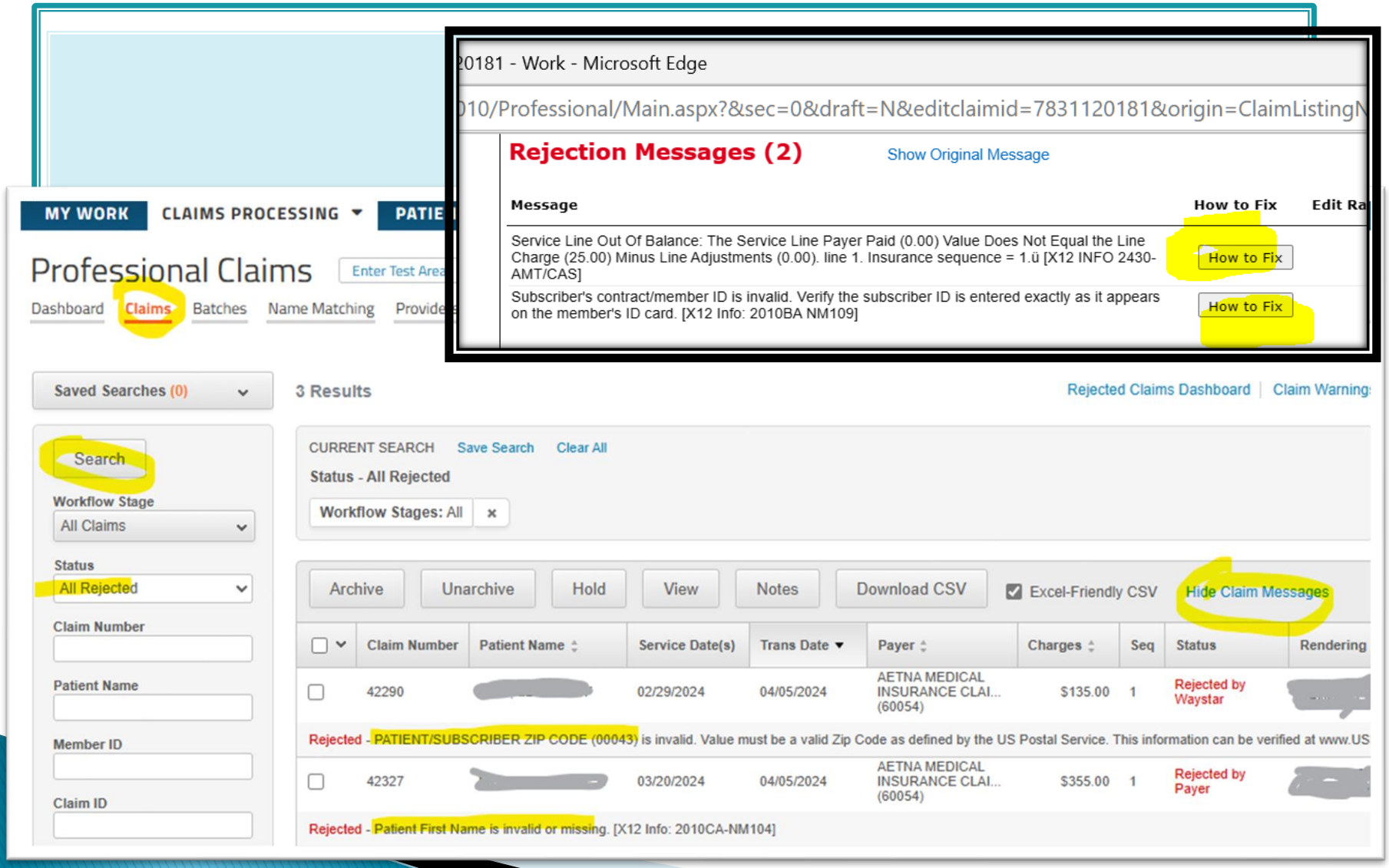
Post-Upgrading

Setup Practice Manager:

1. Upgrade to PM release **6.7.9.454** or higher (cloud offices in process)
2. Run Billing Component Manager (Add-ins, Ins Billing, BCM, click OK)
3. Run new wizard (watch Billing Conversion webinar)
    - **a.** Generate the SFTP Password on Waystar portal
    - **b.** Run wizard – enter SFTP #s and Waystar account# at end
    - **c.** Run Billing Component Manager AGAIN (Add-ins, Ins Billing, BCM)
4. Run Charges Not Yet Billed report (see what's pending – pick 2 ins to bill)
5. Send first small batch (back to Billing Conversion webinar/document)

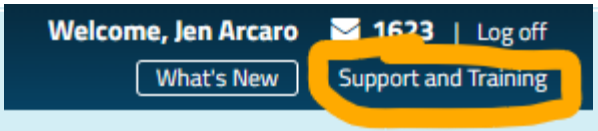


Encountering Errors



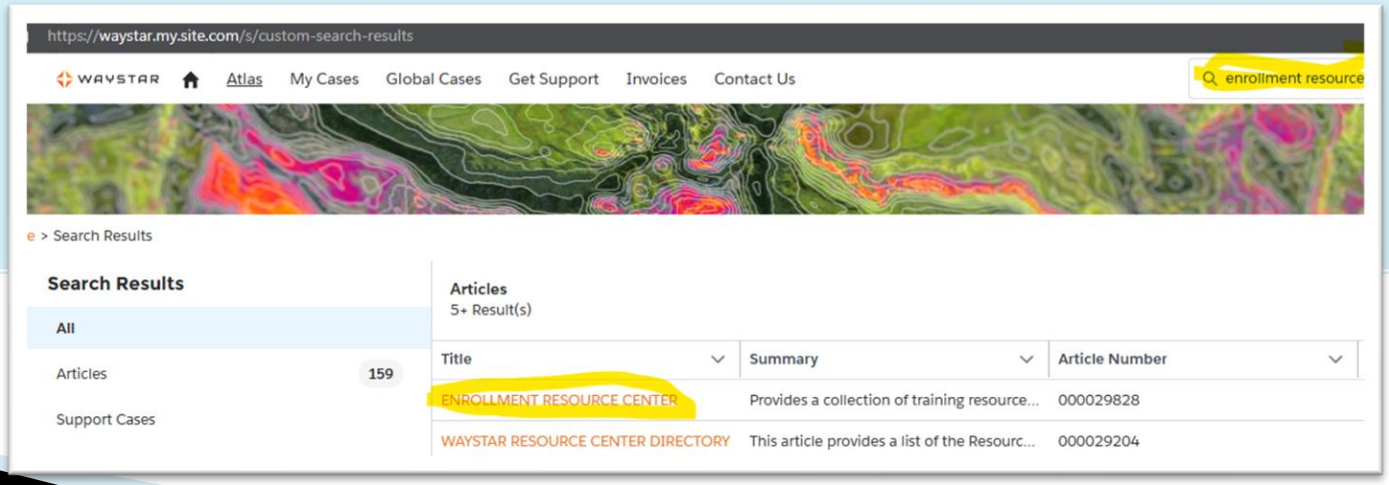
Waystar Support

Click here to access Waystar's resources ->



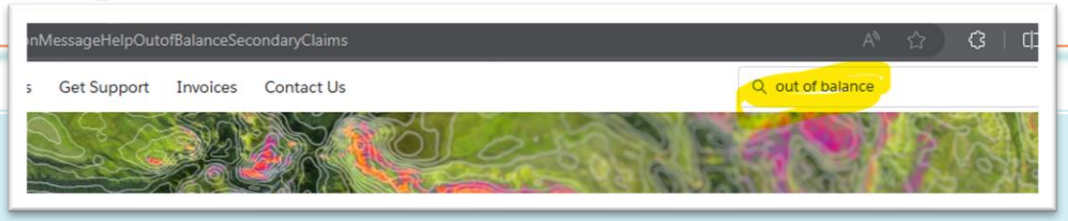
This opens a new page with a great "search" bar to find exactly what you need. It's a safe page but many browsers blocking it.



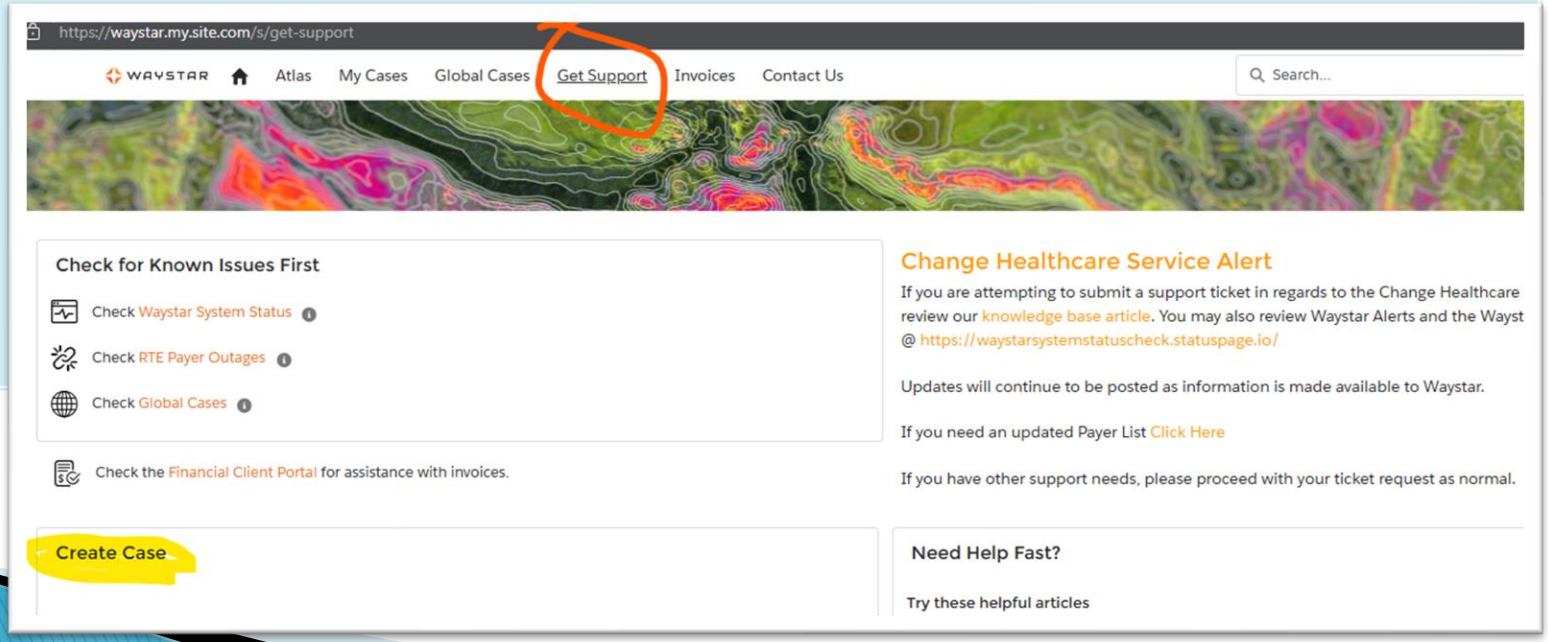


Waystar Cases

Waystar's search bar ->

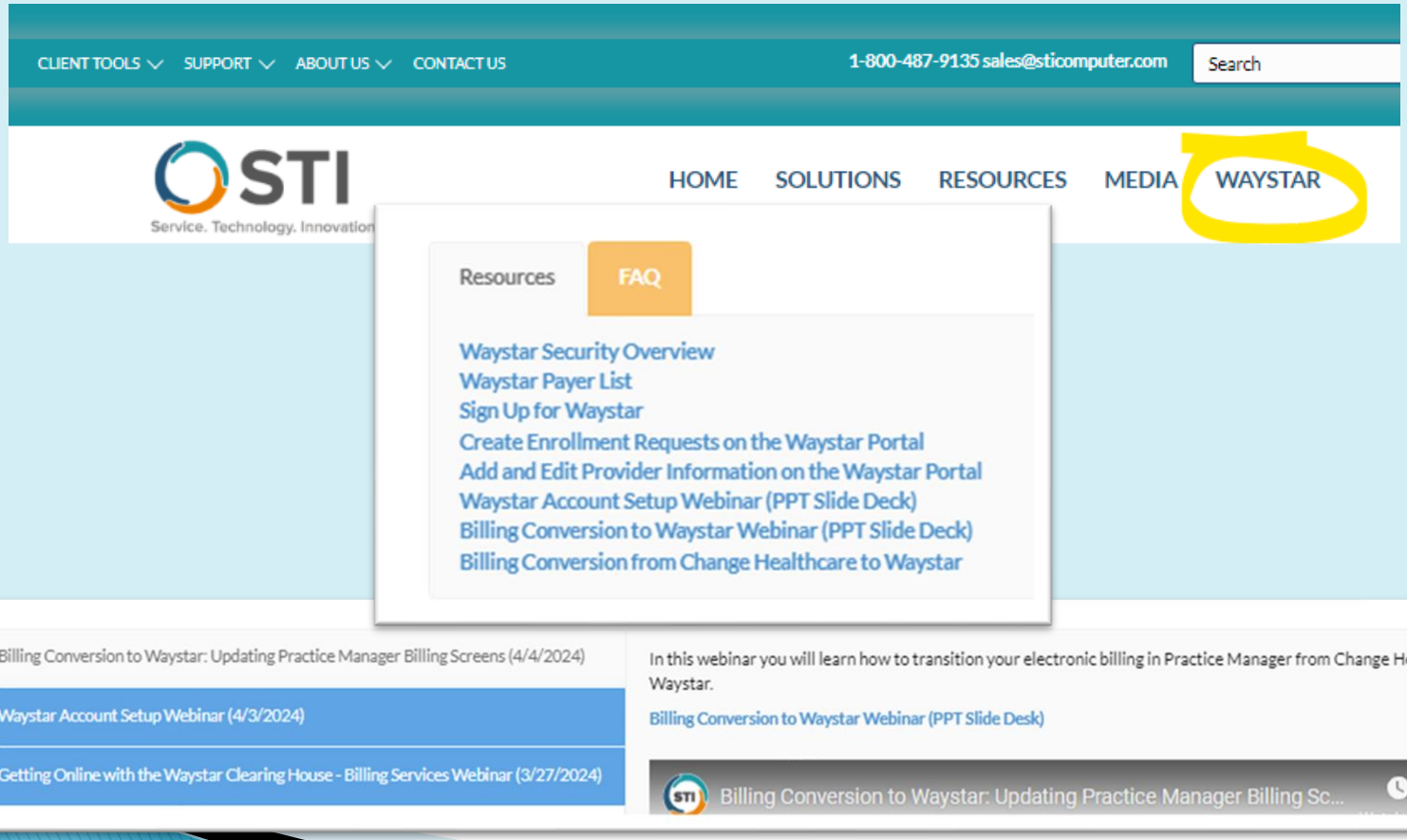


Enrollments return process: if you're directed to print an enrollment, such as SMNJ0 /New Jersey Medicare, you will be signing manually and scanning the full enrollment to upload here on Waystar's "Create Case" page.



Resources

STIComputer.com > click WAYSTAR > scroll to bottom for Resources + FAQ



Q/A Time

Recorded WAYSTAR Webinars:
Account Setup
Billing Conversion
Enrollments

Upcoming:
Claims and Payments

Register here:
https://sticomputer.com/sti-webinar-schedule

STI

Service. Technology. Innovation.